GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:3514
ANSWERED ON:01.12.2010
VANISHING OF RECORDS
Dashmunsi Deepa

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether the attention of the Government has been drawn to the news item under caption "vanishing of records from passport offices" ;

(b) if so, the reaction of the Government thereto;

(c) whether the Government proposes to fix a time limit for making passports in a proper manner;

(d) if so, the details thereof; and

(e) if not, the reasons therefor?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (SMT. PRENEET KAUR)

(a) Yes.

(b) The news item which appeared in the Hindi Daily "Nav Bharat Times" dated 08.11.2010 pertained to a reply by Regional Passport Office, Delhi in response to a Right to Information enquiry filed by a passport applicant. The RTI enquiry was to ascertain the status of the application submitted through the Speed Post Centre. Generally, the instances of non-traceable applications in Passport Offices are few and far between and every effort is made to take remedial action. The application mentioned in the news item was subsequently traced.

(c) to (e) It is Government endeavor to issue a passport within a time target of 30 days for fresh passports and 15 days for re-issue of passports. In Tatkaal cases, the time target is 1-7 working days in respect of fresh passports and 3 working days in respect of reissue of passports. These time targets are subject to no adverse information being found in the system during the processing of the applications.

The Government has embarked on the Passport Seva Project (PSP) to comprehensively transform the passport service delivery system so as to provide passport related services in a timely, transparent, more accessible and reliable manner in a comfortable environment. This is a Mission-Mode Project under the e-governance plan of the Government of India and is designated to ensure speedy delivery of passports. The PSP has already been launched at four centres in Karnataka and three centres under the Regional Passport Office, Chandigarh. The Government is working towards complete roll out of the Project in the year 2011.